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## 2008 Annual Evaluation of Administrative Support Services

Southwestern Oklahoma State University

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***SOUTHWESTERN OKLAHOMA STATE UNIVERSITY***  
**ANNUAL EVALUATION OF**  
**ADMINISTRATIVE AND SUPPORT SERVICES**  
**Spring 2008**

Recently, Southwestern full time employees were asked to respond to an evaluation of the University's administrative and support services on both the Weatherford and Sayre campuses. Ratings indicate that a great deal of satisfaction with Southwestern is felt by an overwhelming majority of administrators, faculty, and staff. An average of about ninety percent of all responses fit into the levels of *satisfactory*, *very good*, and *excellent*.

**WEATHERFORD CAMPUS**

This is the thirteenth year that this survey has been conducted. Almost forty-seven percent (216) of the 463 who received the evaluation form responded to the questionnaire. This is about the same response rate as last year.

The percentages of the classification of respondents are:

Administrator	16%
Faculty	33%
Staff	43%
Unknown	8%

Satisfaction levels reported below combine responses of the three categories (*satisfactory*, *very good*, and *excellent*):

- ❖ An average of eighty-three percent expressed satisfaction with the executive management level.
- ❖ Ninety-two percent of the combined ratings showed approval with the management of the colleges (Deans' level), which is an improvement of three percent. The mean of the means is the most favorable in ten years.
- ❖ Almost ninety-three percent of the combined ratings demonstrated appreciation for the management of schools (Associate Deans' level). One of the schools received its best score in ten years, and three of the schools rated the most positive over the previous three years. The mean of the means is the most complimentary in ten years.

- ❖ Ninety percent viewed academic and student support services with approval, especially the Registrar's Office and the Library. Fifty percent of all these scores exhibited improvement over last year; three of the scores were the most flattering in ten years.
- ❖ Ninety-one percent of the combined ratings for administration support services were in the satisfactory range, particularly Printing Services, the Wellness Center, Payroll, Public Safety, and Grounds Maintenance. Thirty-five percent of all these scores were better than last year's scores; five were the most favorable in five years.

## **SAYRE CAMPUS**

This is the tenth year that this survey has been conducted. Sixty-three percent (17) of the 27 who received the evaluation form responded to the questionnaire. This is slightly less than last year's 65%.

Satisfaction levels reported below combine responses of the same three categories of *satisfactory*, *very good*, and *excellent*:

- ❖ An average of almost eighty-seven percent expressed satisfaction with the executive and dean management levels, especially with the Office of the President.
- ❖ An average of nearly ninety-two percent of the combined ratings for all other areas was in the satisfactory range, especially for the Business Office, the Library, and Student Counseling & Assessment. All of these scores were better than last year's scores; half were the most favorable in nine years.

**SOUTHWESTERN OKLAHOMA STATE UNIVERSITY**  
**ANNUAL EVALUATION OF ADMINISTRATIVE SUPPORT SERVICES**  
*Weatherford Campus*  
**Spring 2008**

Rating: 1=Excellent 2=Very Good 3=Satisfactory 4=Fair 5=Poor	Mean Response									
	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999
	N-216	N-210	N-192	N-186	N-218	N-212	N-226	N-274	N-243	N=254
<b>Executive Management</b>										
Office of the President	2.09	1.89	1.95	2.14	2.06	1.80	1.81	2.54	2.69	2.43
Office of VP for Inst. Advancement	2.32	2.20	2.32	2.36	2.35	2.49	2.26	2.38	2.38	2.53
Office of VP for Adm. & Fin.	2.50	2.28	2.27	2.30	2.33	2.09	2.09	2.29	2.32	2.33
Office of the Provost	2.32	2.16	1.98	2.46	2.51	2.21	2.10	2.83	3.00	2.90
Office of the Assoc. Provost	2.48	2.50	2.43	2.45	2.54	2.54	n/a	n/a	n/a	n/a
<b>Mean of the Means</b>	<b>2.34</b>	<b>2.21</b>	<b>2.15</b>	<b>2.33</b>	<b>2.36</b>	<b>2.23</b>	<b>2.07</b>	<b>2.51</b>	<b>2.60</b>	<b>2.55</b>
<b>Management of Colleges - Dean's Level</b>										
Arts & Sciences	2.08	2.07	1.92	2.13	2.24	2.12	2.43	2.50	2.71	2.35
Professional & Graduate Studies	2.09	2.29	2.31	2.47	2.60	n/a	n/a	n/a	n/a	n/a
Pharmacy	2.06	2.03	2.08	2.13	2.31	2.27	2.12	2.27	2.27	2.34
<b>Mean of the Means</b>	<b>2.08</b>	<b>2.13</b>	<b>2.11</b>	<b>2.25</b>	<b>2.39</b>	<b>2.20</b>	<b>2.28</b>	<b>2.39</b>	<b>2.49</b>	<b>2.35</b>
<b>Management of Schools - Associate Dean's Level</b>										
Allied Health	1.92	1.88	1.93	2.02	2.03	n/a	n/a	n/a	n/a	n/a
Behavioral Sciences & Education	2.08	2.20	2.29	2.65	2.54	n/a	n/a	n/a	n/a	n/a
Business & Technology	2.23	2.32	2.33	2.53/2.86	2.45/2.70	2.92	2.57	2.43	2.97	2.88
Nursing	2.00	2.16	2.31	2.50	2.51	n/a	n/a	n/a	n/a	n/a
Pharmacy	1.94	1.99	2.04	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>Mean of the Means</b>	<b>2.03</b>	<b>2.11</b>	<b>2.18</b>	<b>2.51</b>	<b>2.45</b>	<b>2.92</b>	<b>2.57</b>	<b>2.43</b>	<b>2.97</b>	<b>2.88</b>
<b>Other</b>										
Academic Counseling/Advisement	2.50	2.54	2.58	2.53	2.71	2.73	2.53	2.59	2.78	2.62
Academic Coordinator for Underrepresented Students	2.36	2.44	2.48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Admissions/Recruitment	2.08	2.19	2.18	2.15	1.98	1.94	2.25	2.30	2.15	2.16
Assessment/Testing	2.07	2.04	2.08	2.11	2.23	2.23	2.16	2.17	2.03	2.13
Athletics	2.38	2.42	2.45	2.47	2.61	2.58	n/a	n/a	n/a	n/a
Bookstore	2.33	2.16	2.19	2.19	2.42	2.28	2.27	2.33	2.40	2.47
Building Repairs & Maintenance	2.39	2.34	2.31	2.16	2.29	2.15	2.32	2.38	2.44	2.42
Bursar/Cashier	2.09	1.87	2.03	2.01	2.04	1.98	n/a	n/a	n/a	n/a
Business Office	2.13	1.96	2.11	n/a	2.05	2.03	2.05	2.20	2.24	2.27

**SOUTHWESTERN OKLAHOMA STATE UNIVERSITY**  
**ANNUAL EVALUATION OF ADMINISTRATIVE SUPPORT SERVICES**  
*Weatherford Campus*  
**Spring 2008**

<b>Rating:</b> 1=Excellent 2=Very Good 3=Satisfactory 4=Fair 5=Poor	<b>Mean Response</b>									
	<b>2008</b>	2007	2006	2005	2004	2003	2002	2001	2000	1999
	<b>N-216</b>	N-210	N-192	N-186	N-218	N-212	N-226	N-274	N-243	N=254
Career Services (Placement)	<b>2.40</b>	2.45	2.58	2.67	2.68	n/a	n/a	n/a	n/a	n/a
Conference & Fine Arts Centers	<b>2.05</b>	2.09	2.05	2.26/2.10	2.11/2.07	2.05/2.16	2.28/2.10	2.33/2.21	2.16/2.34	2.24/2.45
Continuing Education	<b>2.33</b>	2.33	2.38	2.49	2.20	2.33	2.67	2.73	2.42	2.68
Custodial Services	<b>2.29</b>	2.16	2.19	2.37	2.47	2.22	2.28	2.17	2.19	2.11
Distance Learning	<b>2.14</b>	2.30	2.14	2.18	2.20	2.33	2.67	2.73	2.42	2.68
Economic & Business Dev.	<b>2.26</b>	2.30	2.42	2.38	n/a	n/a	n/a	n/a	n/a	n/a
Food Services	<b>2.07</b>	2.03	2.05	1.96	2.08	1.94	1.84	1.95	2.11	2.08
Grounds Maintenance	<b>1.95</b>	1.98	2.03	1.90	2.00	2.02	2.00	2.00	1.97	1.98
Health Services	<b>2.33</b>	2.13	2.32	2.39	2.24	2.21	2.23	2.32	2.39	2.40
Human Resources Office	<b>2.26</b>	2.15	2.16	2.15	2.13	2.15	2.17	2.24	2.29	2.33
Information Technology Services	<b>2.06</b>	1.94	1.98	2.13	2.34	2.09	2.24	2.18	2.14	2.09
Institutional Research	<b>2.17</b>	2.22	2.23	2.25	2.27	2.33	n/a	n/a	n/a	n/a
Library	<b>1.99</b>	2.03	1.98	1.95	2.03	2.05	2.02	2.14	2.07	2.14
Mailroom	<b>2.12</b>	2.28	2.55	2.24	2.17	2.23	n/a	n/a	n/a	n/a
Payroll	<b>1.91</b>	1.80	1.87	1.75	1.86	1.91	n/a	n/a	n/a	n/a
Printing Services	<b>1.85</b>	1.83	1.97	2.13	2.35	2.47	2.43	2.53	2.54	2.37
Public Relations & Marketing	<b>2.16</b>	2.12	2.27	2.26	2.15	2.30	2.31	2.30	2.32	2.24
Public Safety	<b>1.95</b>	1.91	2.12	2.06	2.25	2.26	2.28	2.29	2.44	2.28
Registrar's Office	<b>1.91</b>	1.80	1.88	1.82	1.89	1.90	1.88	1.89	1.95	2.09
Sponsored Programs, Post-award	<b>2.11</b>	2.12	2.34	2.29	2.32	2.41	2.36	2.58	2.44	2.55
Sponsored Programs, Pre-award	<b>2.10</b>	2.19	2.34	2.27	2.34	2.41	2.37	2.62	2.44	2.41
Student Activities	<b>2.37</b>	2.18	2.45	2.47	2.56	2.61	2.53	2.72	2.71	2.74
Student Center Operations	<b>2.20</b>	2.11	2.23	2.21	2.35	2.16	2.18	2.30	2.31	2.27
Student Counseling Services	<b>2.47</b>	2.31	2.48	2.47	2.49	2.66	2.61	2.69	2.74	2.82
Student Financial Services	<b>2.19</b>	2.26	2.23	2.28	2.24	2.39	2.29	2.47	2.53	2.59
Student Housing	<b>2.39</b>	2.47	2.40	2.53	2.48	2.46	2.36	2.53	2.66	2.72
Student Services/Conduct Adm.	<b>2.54</b>	2.49	2.39	2.31	2.55	2.48	2.30	2.55	2.54	2.63
Transportation Services	<b>2.30</b>	2.40	2.38	2.32	2.41	2.25	2.52	2.52	2.34	2.60
Website Services	<b>2.05</b>	1.98	2.72	2.20	2.58	2.27	n/a	n/a	n/a	n/a
Wellness Center	<b>1.91</b>	1.91	1.99	2.28	2.24	2.21	n/a	n/a	n/a	n/a
<b>Mean of the Means</b>	<b>2.18</b>	<b>2.16</b>	<b>2.24</b>	<b>2.23</b>	<b>2.27</b>	<b>2.25</b>	<b>2.28</b>	<b>2.37</b>	<b>2.35</b>	<b>2.39</b>
<b>Campus Mean of the Means</b>	<b>2.18</b>	<b>2.16</b>	<b>2.22</b>	<b>2.27</b>	<b>2.30</b>	<b>2.26</b>	<b>2.27</b>	<b>2.38</b>	<b>2.40</b>	<b>2.41</b>

**SOUTHWESTERN OKLAHOMA STATE UNIVERSITY**  
**ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES**  
**Sayre Campus**  
**Spring 2008**

<b>Rating:</b>	<b>Mean Response</b>									
1=Excellent 2=Very Good 3=Satisfactory 4=Fair 5=Poor	<b>2008</b>	2007	2006	2005	2004	2003	2002	2001	2000	1999
	<b>N=17</b>	N=20	N=22	N=21	N=22	N=24	N=24	N=24	N=25	N=26

**Executive Management**

Office of the President	<b>1.81</b>	1.65	2.05	1.65	1.95	1.61	1.87	1.91	1.67	1.85
Office of the VP for Adm. & Fin.	<b>2.13</b>	1.95	2.41	2.10	2.50	1.86	1.91	2.00	1.70	1.88
Office of the VP for Inst. Advancement	<b>2.29</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Office of the Provost	<b>2.40</b>	2.11	2.09	2.28	2.50	1.88	1.92	1.87	1.91	2.08
Office of the Associate Provost	<b>2.33</b>	2.00	2.14	2.39	2.37	2.09	n/a	n/a	n/a	n/a
<b>Mean of the Means</b>	<b>2.19</b>	<b>1.93</b>	<b>2.17</b>	<b>2.11</b>	<b>2.33</b>	<b>1.86</b>	<b>1.90</b>	<b>1.93</b>	<b>1.76</b>	<b>1.94</b>

<b>Dean</b>	<b>2.94</b>	2.30	3.05	2.90	3.32	2.29	1.90	1.92	1.32	2.16
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**Other**

Admissions and Registration	<b>1.88</b>	1.90	1.82	2.14	2.14	2.00	2.61	2.08	2.00	1.88
Advisement/Career Guidance	<b>1.63</b>	1.80	2.09	2.10	2.56	2.54	2.48	2.57	2.36	2.13
Bookstore	<b>2.81</b>	2.95	3.45	3.43	2.73	2.83	3.14	3.00	2.92	2.96
Business Office	<b>1.53</b>	1.65	1.64	1.71	1.68	1.58	3.00	1.96	1.72	1.50
Campus Safety and Security	<b>2.59</b>	2.68	2.50	2.48	2.50	2.30	2.04	2.21	2.04	1.73
Computer Services	<b>1.63</b>	1.90	1.73	1.90	2.27	2.21	2.44	2.00	1.71	1.38
Distance Learning & Continuing Ed.	<b>1.75</b>	2.00	1.73	2.10	2.14	2.19	n/a	n/a	n/a	n/a
Food Services	<b>2.00</b>	2.25	2.24	2.16	3.43	2.33	1.68	2.62	2.20	1.77
Grounds & Building Maintenance	<b>2.06</b>	2.15	1.95	2.19	2.23	2.33	2.45	1.92	1.76	1.54
Library	<b>1.53</b>	1.70	1.86	1.76	1.68	1.83	2.30	2.13	1.88	1.65
Student Counseling & Assessment	<b>1.56</b>	1.65	1.95	2.05	2.53	2.48	1.77	2.59	2.00	2.31
Student Financial Services	<b>1.94</b>	2.11	2.55	2.19	2.27	2.59	2.26	2.48	2.12	1.85
<b>Mean of the Means</b>	<b>1.91</b>	<b>2.06</b>	<b>2.13</b>	<b>2.18</b>	<b>2.35</b>	<b>2.27</b>	<b>2.38</b>	<b>2.32</b>	<b>2.06</b>	<b>1.88</b>

<b>Campus Mean of the Means</b>	<b>2.05</b>	<b>2.04</b>	<b>2.19</b>	<b>2.21</b>	<b>2.40</b>	<b>2.17</b>	<b>2.25</b>	<b>2.22</b>	<b>1.95</b>	<b>1.91</b>
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